

INJURY TRIAGE SOLUTIONS



Direct-to-Nurse Access

- ▶ No call coordinator or outside sourcing — **100% focus** on each call
- ▶ **Industry leader** in call volumes, taking over 400,000 calls annually
- ▶ Servicing over **525,000 locations**



of calls answered in
under 60 seconds

Less than **1% ER referral rate**

- ▶ **42% of injuries resolved** with first aid recommendations
- ▶ **Scalability** and resources to accommodate large, national employers who require extended coverage areas and integration needs
- ▶ **Injury triage-specific patents**, combined with evidence-based medicine and our proprietary system, ensures clinically safe and consistent recommendations
- ▶ **Customizable** to each client's unique needs
- ▶ Compatible with many **TPA and carriers'** intake systems
- ▶ Calls are **recorded in their entirety** for documentation, and detailed reports are automatically sent within minutes of a call's conclusion
- ▶ Our **client portal** features customized injury trend reports and access to all call data and recordings
- ▶ **No revenue gains** from post-triage claims handling
- ▶ **Onboarding/implementation specialist** assists with:
 - ▶ Live training sessions
 - ▶ Marketing materials
 - ▶ Additional support
- ▶ Triage nurses have an average of **4.5 years of experience**
- ▶ Regardless of experience, all nurses complete **intensive training** prior to assisting patients
- ▶ **Continual development** of and improvements to our platforms based on client feedback
- ▶ Currently support EDI and HR Feeds, Web Service and Restful APIs in an inbound and outbound setup
- ▶ Over **200 integrations** with client systems
- ▶ Currently support **212 different languages** and dialects



Learn how Medcor's Injury Triage Solution can benefit you and your clients.